

CWTSatoTravel Army Locations

■ Schofield Barracks

- ▶ 673 Ayers Avenue
- ▶ BLDG 750, Room 138
- ▶ 800-349-8231
- ▶ schofield@cwtsato.com
- ▶ Hours 0730-1600 M-F
- ▶ Last walk-in accepted 1500
- ▶ Close on Federal Holidays

■ Fort Shafter

- ▶ Pierce Street
- ▶ BLDG 442
- ▶ 800-695-1388
- ▶ shafter@cwtsato.com
- ▶ Hours 0730-1600 M-F
- ▶ Last walk-in accepted 1500
- ▶ Close on Federal Holidays

**Effective May 15, 2018 – 0730 to 1100 Official and Leave Travel
1100 to 1500 Official Only**

Requirements for ETS, PCS, RET & SEP Travel

- Contact CWTSatoTravel after your PPPO appointment
- Travel Slip (issued by PPPO) and order are required to make a reservation.
- If PCS'ing and you do not have an IBA for payment, your order must be amended to authorize CBA.



**PRE-TRAVEL
CHECKLIST**

Don't leave home without it

Requirements for ETS, PCS, RET & SEP Travel Continued

■ Official Travel Orders



- ▶ Verify your Travel Order is correct before you submit to CWTSatoTravel, (names are spelled correctly, SSN, AVAIL date, report date, to/from destination)
- ▶ If purchasing with an IBA, 1 copy will be required
- ▶ If purchasing with a CBA, 2 copies will be required
- ▶ CWTSatotravel does not provide copies

Travel FAQ's



- CWTSatotravel is only authorized to book/ticket the destination authorized on your Travel Slip at Government expense
- GSA City Pair Airline is mandated by the JTR
- Electronic tickets will be issued 3 business days prior to departure
- IBA card must be turned ON by Unit and card holder (Dual Activation) to issue tickets
- Airlines will cancel if not ticketed by deadlines
 - ▶ 24-72 hours prior to departure date for domestic flights
 - ▶ 1-7 days after reservation is made for most international airlines
 - ▶ If an airline cancels your reservation due to not ticketed by deadline, CWTSatotravel will not rebook until you are ready to ticket, to avoid penalties.

Travel FAQ's (Con't)



MAKE AN APPOINTMENT

Online scheduling

- If you prefer to fly to a destination other than the authorized destination on your order (LICWO travel), please contact our Shafter or Schofield office for an appointment.
 - ▶ Your official ticket will be issued and exchanged for a commercial ticket to your preferred destination. This process may take 30 minutes.
 - ▶ Personal cost will be a transaction fee and possible fare difference
 - ▶ Most commercial fares are non refundable and have a penalty fee plus fare difference to change
 - ▶ We offer phone appointments for members that are unable to come into one of our offices.
 - ▶ Please inform us if you are traveling with pets. We will do our best to accommodate you with an airline that allows pets. It will be best for you to call airlines direct to make your pet's reservation because airlines require personal information and will have questions about your pet. They will also go over requirements and answer any questions you may have. Airline phone number for pet reservation will be on the top of your itinerary.

Travel FAQ's (Con't)

- Pre-assign aisle and window seats are limited, we will do our best however if no seat can be assigned, airlines will do so upon airport check in
- Please view airlines website or contact them directly for baggage information. Fees are not guaranteed until check in.
 - ▣ Baggage fees and allowances are not guaranteed until check-in
 - ▣ Some U.S. carriers waive baggage fees for active military members on official government travel with a copy of orders upon check in. Unfortunately most do not extend the waiver to members that are leaving the ARMY (RET, SEP, ETS)
- CWTSatotravel can assist you with official and personal hotel and car reservations.
- Check your itinerary thoroughly before your ticket is purchased. Ticketing fee, change fee and fare difference may be required to correct after ticket it is issued.



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